



Organic Food Program (OFP) Survey Results 2004

The following describes the *average* response from the 79 completed Customer Surveys returned to the OFP on or before April 18, 2004. Averages are based on responses received (n=79). If an applicant did not provide an answer to a specific question, it was given a weight of 0.

1 = Always or Almost Always 2 = Usually 3 = Seldom 4 = Never or Almost Never N/A = Not Applicable

Section A. Organic Food Program – Office Information

Average Response

1. Application packet includes useful information.	1.5
2. The Organic System Plan documents my farming practices.	1
3. The response to my application is received in a timely manner.	1.5
4. The correspondence I receive from the Olympia office is clear and understandable.	1.5
5. I would like correspondence from the office to be sent to me electronically.	2.5
6. The Olympia office returns phone calls and/or emails in a timely manner.	1.5
7. I am satisfied with the overall service I receive from the Olympia office.	1.5

Section B. Inspections

1. The inspection was thorough and complete.	1
2. It is difficult to pass the inspection.	3.5
3. It would be easy to cheat on the organic standards.	1
4. The inspector was knowledgeable about organic standards.	1
5. The inspections are conducted in a professional and courteous manner.	1
6. The inspector provided helpful information and appropriate resources to access further information.	1.5
7. Inspection reports are objective, and accurately describe the findings of the inspection.	1
8. Response to the inspection report was received in a timely manner.	1.5
9. I would like a paper-free (computerized) on-site inspection conducted on my facility.	2.5

Section C. International Certification Programs – EOVP/JAS

1. The international inspection services offered are useful to my farming/handling operation.	1
2. I appreciate that the WSDA-OFP is working to enable the export of organic products to the EU and Japan.	1

Section D. General

1. The services offered by the WSDA-OFP are useful and relevant to my farming/handling operation.	1.5
2. I would like to see the majority of WSDA-OFP correspondence/services offered electronically	2
3a. The WSDA-OFP adequately addresses the needs unique to direct market farms.	1
3b. The value that I receive from organic certification is worth the cost of certification.	1.5
4. The OFP provides adequate training to educate certified businesses to rules and procedures.	1.5